

YEAR 4 ANNUAL REPORT (MAY 1, 1999 - APRIL 30, 2000)

The report that follows covers the period May 1999 through April 2000, which corresponds to Year 4 of the PSRML contract. Personnel changes during the year included the retirement of Beryl Glitz, who served as PSRML Associate Director from 1989-1999. Beryl was responsible for overall administration of the PSRML contract, and during her tenure directly handled several program areas, including focus groups, advisory committees, interactions with other networks, editing the PSRML newsletter, *Latitudes*, and technology awareness/transfer. She was primarily responsible for the planning, organization, and coordination of a number of highly successful conferences including: The Electronic Health Sciences Journal (1992), Digital Imaging in the Health Sciences (1994), Internet-able Health Care (1996), and E-resources: Electronic# Exasperating! Essential? (1999). Another extremely successful project spearheaded by Beryl was the development of BioSites (<http://galen.library.ucsf.edu/biosites/>), a Web-based current listing of important Internet resources in the biomedical sciences. Beryl chaired the BioSites development team, which included librarians from five of the PSRML resources libraries. In May 1999, Beryl and the other members of the BioSites development team were awarded the Medical Library Association's ISI/Frank Bradway Rogers Information Advancement Award. Over the years, despite a regularly changing cast of personnel, Beryl has helped to develop a strong and committed team of PSRML staff. She has also played an important role as mentor to library school students who have worked in PSRML, the PSRML professional staff, and other colleagues.

In July 1999, Heidi Sandstrom transferred from the position of Network Services Coordinator to the newly-created position of Consumer Health Information Services Coordinator. In September 1999, Clair Kuykendall was appointed to the position of Health Information Services Specialist, which replaced the Information Technology Coordinator position. In February 2000, Elaine Graham rejoined the PSRML staff as Associate Director. Recruitment continues for the position of Library Network Coordinator, vacant at the year's end.

PART I: BASIC NETWORK PROGRAMS

Access to Health Information Services by Health Professionals

- An update of the information we keep on Network libraries and their services was completed during the year. The print directory was not published, in anticipation of electronic access to Network library data within the new Web-based DOCLINE system (DOCUSER). A challenge for the coming year is to develop an approach to ensure libraries update their contact and policy information in DOCUSER on a regular basis.

- PSRML developed a Web resource to answer questions on which key journals are available in full text at no charge for the health science library or clinician (<http://www.nlm.nih.gov/psr/outreach/branchill.html>). The journal list from the "Selected List of Books and Journals for the Small Medical Library" by Alfred N. Brandon and Dorothy R. Hill published in *the Bulletin of the Medical Library Association* Vol. 87, No. 2, April 1999 was examined to determine which publishers maintain Web sites. These publisher sites are linked from the PSRML site. In addition, if the publisher provides access to full-text articles, that information is noted, along with any restrictions, time period covered, and availability of table of contents and abstracts. PSRML reviews the complete site contents every six months; users are invited to send updates and comments at any time.

Assessment of and Response to Health Information Needs

Apart from the usual mechanisms of gathering feedback at meetings with groups and individuals, through electronic discussions, visits to libraries, and attendance at professional meetings, PSRML made the following special efforts to assess information needs:

- The PSRML hospital library evaluation survey was sent to hospital libraries in late 1999. Of the 401 questionnaires distributed, 318 were returned, for an excellent response rate of 79%. Preliminary analysis of survey responses shows most of the libraries responding have Internet access and e-mail service. A complete descriptive analysis and comparisons with Medical Library Association (MLA) standards for hospital libraries are underway.
- In response to strong interest in the region in a method for electronic payment of interlibrary loan bills, in 1997 PSRML, Resource Libraries, and regional Network members began reviewing capabilities of the Electronic Fund Transfer System (EFTS) developed by the New England Region of the National Network of Libraries of Medicine (NN/LM). The PSRML Advisory Group on EFTS, comprised of individuals from Resource Libraries, Primary Access Libraries, and MLA chapters, developed a business plan and conducted beta testing of the EFTS. In the course of EFTS discussions, major issues surfaced: identifying one institution as fiscal agent able to oversee a large account with an ongoing positive balance; supporting the programming to adapt software for regional application (including mechanisms for dealing with sales tax and electronic deposit accounts); funding of start-up costs; modifying EFTS as DOCLINE makes the transition to a Web interface; and achieving compatibility with the variety of interlibrary loan software and accounting systems in use at regional libraries. Resource Library directors and ILL representatives met at UCLA in September 1999 to review the Advisory Group findings. The Resource Library directors recommended not pursuing further EFTS development at the regional level, but they supported a recommendation to

the National Library of Medicine to explore the feasibility of a national billing system.

- In July 1999, PSRML assisted the California Digital Library (CDL) with updating the holdings records of 275 California NN/LM Member libraries that agreed to participate in the *California Periodicals Database*, a union database of over 814,000 serials owned by California libraries. This database is accessible free of charge through the CDL (<http://www.cdlib.org/>) and facilitates resource sharing among multitype libraries within California; it is also part of the library resources program of the Library of California.
- Continuing education materials were purchased and made available on loan to regional library staff:
 - MLA annual meeting tapes - 108
 - "Copyright in the New Millennium: The Impact of Recent Changes to U.S. Copyright Law" - 5
 - "Libraries, Copyright and the Internet" - 8
 - "Relais: A Document Delivery Solution at NLM" - 2
 - "E-Resources Symposium" - 5
- PSRML sponsored a satellite broadcast of interest to Network members, "Copyright in the New Millennium: the Impact of Recent Changes to U.S. Copyright Law," on the UCLA campus, on May 21. Librarians from campus libraries and several local hospital libraries attended the teleconference. (A videotape was later made available for borrowing by regional library staff.)
- The PSRML Professional Development Award was created in Year 3 for hospital librarians to help them develop technological skills and provide expanded services in their libraries. Three awards were made in the first year of the program, and three additional awards were made this year.
- Two resource sharing workshops were held in April and June in Arizona. LOCATOR^{plus} features were introduced, and plans for Web-based DOCLINE and SERHOLD were discussed.
- PSRML again facilitated attendance of Network librarians at the Internet Librarian conference by coordinating registration to obtain a lower fee. Twenty-five librarians took advantage of this cost-saving opportunity.
- PSRML publicized continuing education opportunities available to Network library staff, including those sponsored by the NN/LM as well as by other organizations.

The *Latitudes* calendar listings included links to program descriptions and registration information whenever possible.

An objective that will carry over into the next year includes the development of specialized technology classes or showcases in response to regional needs.

Coordination of the NN/LM Membership Program

- At the end of Year 04, the region had 616 members.
- PSRML participated in an NN/LM inter-regional group to review and propose changes to the Network Membership Definition, in anticipation of the RFP for Network Services for the 2001-2006 contract period. Two levels of membership, Member and Affiliate, were approved and implemented in spring 2000.

Resource Libraries

- Two Resource Libraries, Savitt Medical Library (Nevada), and the Hawaii Medical Library, continued work on Partners in Information Access subcontracts.
- The Resource Libraries decided to charge the new maximum for interlibrary loans (\$11.00), effective July 1, 2000. Announcements were made on the regional listserv and in *Latitudes* to inform Network members of the price increase.

SERHOLD Coordination

- Network member libraries throughout the region updated SERHOLD records. As of April 1999, our region had 4,127 records in Level X (non-standard) format. Through network member efforts, all Level X records were upgraded to ANSI standard Level 3 format. This record upgrade has resulted in improved accuracy of DOCLINE request routing. SERHOLD records were deleted for institutions not intending to become DOCLINE participants.
- Union list products were produced for various regional groups.

Document Delivery Services

- At the end of the year there were 358 DOCLINE participants, including 26 small libraries with a collection of less than 25 serial titles ("borrow-only" libraries). Of the 156 DOCLINE libraries that offered Loansome Doc service, 80 offered services to unaffiliated health professionals.

- In preparation for the planned release of the Web-based DOCLINE, PSRML attended National Library of Medicine (NLM) teleconferences in which NetMeeting was used to demonstrate beta versions of the DOCLINE software. PSRML staff provided frequent feedback on system development and encouraged Network members to participate in testing beta versions of DOCLINE.
- To better manage the continuing high volume of calls from potential Loansome Doc patrons, PSRML developed a Web page that lists libraries and contact information by state. A new phone message directed callers to the page; this was highly successful in decreasing the volume of calls to the PSRML office. PSRML also promoted Loansome Doc service among the DOCLINE libraries in the region that did not provide this service and added several institutions as Loansome Doc providers.
- Assistance with DOCLINE access and use was provided to individual Network Members on an as needed basis. Requests for assistance were handled by telephone and e-mail and during site visits to regional libraries.
- The PSRML Web site provided updated information on document delivery issues, with links to appropriate NLM and NN/LM sites.
- In preparation for the anticipated release of the new Web-based DOCLINE system early in Year 5, PSRML investigated the availability of training facilities that could accommodate hands-on practice for large numbers of participants and began preparations to offer new DOCLINE training at locations throughout the region.

Microcomputer Training Facility

- The facility continued to be used for online training classes offered by the NN/LM National Online Training Center, for PSRML presentations, and for classes sponsored by other groups.
- This year PSRML upgraded the training room capabilities with two software enhancements. The Windows NT operating system replaced Windows 95 on the training facility personal computers to provide more robust security and stability.
- PSRML installed NetOp School, a software package for interactive computer-based training on a network. NetOp School has proved easy to use; it allows the course instructor to give demonstrations by showing the teacher's screen to all student PCs. The instructor can also show a student's screen to the other students, allowing them to present their work to the other students.

Communication

- PSRML surveyed readers to explore interest in and ability to access electronic versions of *Latitudes*. Based on positive responses to the survey, PSRML implemented electronic publication with the January/February 2000 issue. Print copies continue to be distributed to the few libraries that requested a print version (some for archival purposes and some due to lack of electronic access).
- *Latitudes*, distributed on the Web, continues to draw favorable comments from Network library staff as a means of keeping current. The series of articles by former PSRML associate directors, in celebration of the PSRML 30th anniversary, was concluded with “Time to Celebrate....Looking Backwards to the Next Millennium,” contributed by Beryl Glitz.
- PSRML continued to participate in planning for the Library of California, a statewide multitype library network. Several groups in the state received grant funding to plan for regional services implementation. Key issues in the planning process include the transition from traditional public library cooperative systems to multitype organizations and the mechanism for state funding for interlibrary loan service.
- PSRML worked with the advisory group of the Stanford–California State Library Institute on 21st Century Librarianship, formed to provide a forum for continuing education opportunities and help to develop leadership among librarians of all types. The group planned the Institute program, to be held in summer 2000.
- PSRML presented an update session and exhibited at the joint meeting of two regional MLA chapters. The update session offered a forum for meeting participants to contribute to planning for the next NN/LM contract period, and demonstrations of the new DOCLINE system were provided at the exhibit booth.
- The regional listserv continues to be another successful way of reaching Network library staff. New members were added throughout the year, including all libraries identified as having gained Internet access through the Internet Connectivity Support Program (ICSP) and other avenues. In addition to the formal ICSP, PSRML worked individually with several Network members to facilitate accounts with free or low-cost e-mail services so that they could receive regional and national Network announcements.
- PSRML developed and maintained working partnerships with several health professional groups, providing information and training to group members. These included:

- California AIDS Clearinghouse Advisory Council
 - Center of Community Health, Los Angeles, California
 - Hawaii Department of Health (with HiPHIVE project)
 - HRSA Office, San Francisco, California
- PSRML updated and added information to the regional Web site and contributed to ongoing development of the national NN/LM site.
 - Revisions were made to the telephone answering system to better direct callers.
 - PSRML staff participated in monthly teleconferences convened by the National Network Office, NLM.

Regional Advisory Committee

- The entire Regional Advisory Committee met at UCLA on April 5, 2000. The objectives of the meeting were to gather ideas about future directions for health sciences libraries, to obtain input for planning and developing future NN/LM programs, and to get feedback about ongoing PSRML programs and services. Members discussed their vision of the library in the next 5-10 years, the level of Internet connectivity at Network member libraries, needs and challenges in providing health information to the public, approaches to health professional outreach programs, and resources sharing activities within the Network.
- To assist PSRML during the year, members:
 - Volunteered to review outreach subcontract proposals from regional libraries;
 - Provided comments as requested in response to e-mail discussion items;
 - Participated in several outreach activities involving training;
 - Assisted with staffing at health professional and consumer-focused exhibits; and
 - Arranged for PSRML staff to speak at various state-level meetings.

Monitoring and Assessing Regional Programs

- Visits were made to Primary Access Libraries and Resource Libraries in Arizona, California, Hawaii, and Nevada.
- Activities continued on the various plans that came out of the February 1999 E-resources Symposium and follow-up strategic planning session. PSRML met with leaders of two of the MLA chapters in the region to discuss working together to reach objectives. The chapter representatives shared decisions and actions

addressing the issues identified in the planning session. PSRML and the chapters subsequently sponsored continuing education sessions for regional hospital librarians.

- PSRML staff attended meetings of all the MLA chapters in the region and made presentations on health professional and consumer outreach programs at the state library association meetings in Arizona, California, and Hawaii.

Obtaining Feedback on Information Needs

- The e-mail address for the PSRML office is included in the Web site as a further mechanism for obtaining feedback.

NLM and NN/LM Products and Services

- The BioSites project (<http://galen.library.ucsf.edu/biosites/>) gained additional contributors and was recognized by several publications and organizations as a valuable resource for locating professional health information resources on the Web. A modified input form was designed that should ease the work of the contributors. The final report of the evaluation study conducted by the University of California, San Francisco, Library & Center for Knowledge Management concluded that BioSites continues to meet its original purpose as a timesaving, collaboratively developed catalog for quality Web resources for Network libraries.
- PSRML provided extensive review and comment of beta versions of DOCLINE.
- PSRML provided input on development of the NLM Gateway system and on changes to the PubMed interface.

Referral Service

- Overall this continues to be a little-used service, so revising and expanding the database has not been a high priority.

Consortia

- PSRML, in response to NLM information distributed to regional SERHOLD Coordinators at the annual Medical Library Association meeting, identified 33 library groups within the region that will be recognized by the new DOCLINE system. Each consortium identified in the Network membership Database was contacted, and the resulting information was used to update the database, forwarded to NLM for coding as SERHOLD library groups, and shared with Network members. In the new DOCLINE system, online changes to holdings data

will be updated instantly, and library groups will be able to generate union lists on demand.

- Visits were made to consortia to provide information and training in resource sharing issues and NLM electronic information resources. Presentations were made to the Central Arizona Biomedical Librarians, the San Diego Health Sciences Librarians Group, and the Southern Arizona Biomedical Librarians.

Grant Applications

- PSRML promoted the accomplishments of the two Partners in Information Access subcontracts in this region and the awarding of six Access to Electronic Health Information for the Public subcontracts.
- A grant writing workshop was scheduled for early in Year 5 at two locations in the region.

PART II: OUTREACH PROGRAMS

APPLIED TECHNOLOGY

Internet

- The Internet Connectivity Support Program (ICSP) continued into its third year to ensure that Network members in the region have access to the Internet. This year the following institutions participated in the program:
 - Alhambra Hospital, Alhambra, California (completed)
 - Anaheim General Hospital, Anaheim, California (completed)
 - Brea Community Hospital, Brea, California (completed)
 - Colorado River Medical Center, Needles, California (completed)
 - Fallbrook Hospital District, Fallbrook, California (completed)
 - Hollywood Community Hospital, Hollywood, California (new)
 - Hollywood Community Hospital, Van Nuys, California (new)
 - Los Alamitos Medical Center, Los Alamitos, California (new)
 - Tucson General Hospital, Tucson, Arizona (completed)

- As part of the ICSP, institutions were provided with either a computer or an upgrade for an existing computer, coverage of ICSP fees for a year, and training and support for Internet searching. Beginning level, advanced, and specialized courses in searching the Internet were taught to health sciences librarians and health professionals.
- During the next year, we plan to initiate additional ICSP projects. Evaluating the extent of health information access at some sites was not possible, due to difficulties with the logging software, so we plan to evaluate software alternatives to accomplish this more reliably.

Technology Awareness

- PSRML staff participated in a workshop, "From the Internet to the Exam Room—Evidence-Based Medicine on the Front Line," sponsored by the *Western Journal of Medicine*, UCSF Department of Family and Community Medicine, and Kaiser Permanente.
- PSRML staff lectured at a Health/Medical Informatics class at the University of Arizona. The lecture on "The National Network of Libraries of Medicine: Facilitating Health Information Access for All" increased awareness of future health information professionals on NLM and NN/LM products, programs, and services.
- NCBI workshops on "Molecular Biology Information Resources," co-sponsored by the Louise M. Darling Biomedical Library and PSRML, were presented at UCLA, January 25-26, 2000. Both the workshops for librarians and the hands-on sessions for scientists were well attended.
- PSRML and the Tripler Army Medical Center Library developed a working NetMeeting connection, which, in spite of some firewall difficulties, was used to deliver an introduction to the new DOCLINE system to Honolulu area librarians.

DIRECT OUTREACH TO HEALTH PROFESSIONALS

Outreach Subcontracts

- Savitt Medical Library, University of Nevada, Reno, completed the subcontract for "Web-based HIV Information for Northern Nevada (WHINN)" in January 2000. The one-year outreach project included workshops for HIV care providers to develop competency with Web browsers and familiarity with key HIV/AIDS Web sites, introduce MEDLINE and the PubMed search engine, and promote the use of Loansome Doc. The project garnered attention from the press for the AIDS Web site developed; products of the WHINN project also complemented the effort of

the Savitt Medical Library in working with the public health professionals in Nevada.

- The staff of the subcontracted outreach *Partners in Information Access Projects* have been active in publicizing outcomes at regional and national health and library organizations. They have been tremendously successful in drawing people to training sessions, reflecting widespread support and good working relationships with public health administrations in the states.
- Savitt Medical Library, University of Nevada, Reno, implemented the Public Health Information Link (P.H.I.L.) for Nevada. In addition to developing a Web site for public health professionals, P.H.I.L. offered training in PubMed and other public health, nursing, toxicology and environmental health information resources on the Internet.
- Hawaii Medical Library, Honolulu, Hawaii, implemented HiPHIVE, Hawaii Public Health Information Virtual Education. This outreach project included development of a Web site to link information sources, including statistics, for public health professionals. The training component of the outreach project was carried out with a portable LAN, a technology application that proved very successful.
- The Partners in Information Access Projects have found that there was less early use of Loansome Doc than anticipated, although the usage has begun to increase as the projects have progressed. Initially, public health professionals were immediately interested in getting information from the Web and printing it instantaneously at their desks to answer a job-related question at the moment of need. This indicates the value of the local public health oriented Web sites. Implementation of the training component of the outreach projects appears to be resulting in increased demand for document delivery.
- An objective for the coming year is to again offer smaller subcontracts, "express outreach awards." This program is planned for early in Year 5, with a streamlined application form on the Web and a longer timeline (18 months).

Special Populations/Subjects Outreach

- PSRML participated in the "HIV Community Planning in the Next Decade" conference sponsored by the Center for HIV Identification Prevention, and Treatment Services (CHIPTS). CHIPTS is a collaborative effort of UCLA, Charles R. Drew University, and RAND, working with the Los Angeles HIV Community, and is a part of the UCLA AIDS Institute, which coordinates all HIV/AIDS related programs at UCLA. PSRML staff contributed to the conference group that dealt with "Using Data to Inform Community Planning." PSRML

subsequently worked with CHIPTS to present a workshop, "Using the Web to Find HIV Information," for staff from community-based organizations interested in finding information on the Web to assist them in grant writing.

Underserved Health Professionals

- PSRML conducted two distance education workshops using desk-top videoconferencing equipment. Broadcasts were made in May 1999 to staff at public health departments for Imperial and Kern Counties (California). The workshops were part of a collaborative effort between the UCLA School of Public Health and PSRML.

PubMed and other NLM Resources

- Training and presentations on PubMed, Toxnet, MEDLINE*plus*, ClinicalTrials, and other NLM resources were provided to health sciences and public librarians and to health professionals in a variety of institutions, including those participating in the PSRML Internet Connectivity Support Program.

Inner City Outreach

- A new site, the Minority AIDS Project in East Los Angeles, was selected; a plan was developed for the site to improve its information access. PSRML conducted training sessions for the Minority AIDS Project on the basics of navigating the Web.

Minority Institutions

- Little progress was made in this area. We anticipate that next year there will be more opportunities to work with institutions serving minority students in health-related programs.
- While contacts were made and expressions of interest received, it proved difficult to identify institutions or agencies that were actually able to devote staff time to participating in outreach efforts. In the next year, PSRML will develop an outreach partnership program to work with Network librarians who have identified a need for outreach in a local area, but lack the experience or resources to conduct outreach independently. We hope this will strengthen our outreach efforts in areas where there are underserved health professionals and at inner city sites and minority institutions.

CONSUMER HEALTH INFORMATION OUTREACH

- PSRML developed and maintained working partnerships with several groups concerned with consumer health information issues, providing consultation, training, and presentations to group members. These included:
 - Arizona Library Association (panel presentation)
 - Bravo Medical Magnet High School, Los Angeles, CA (7 training sessions)
 - California Library Association (panel presentation)
 - Nevada Library Association (panel presentation)
 - California State Library (joint project funding)
 - Hawaii State Library (meeting with State Librarian)
 - Indian Wells Valley Community Health Council, Ridgecrest, CA (consultation)
 - Library of California (planning meetings)
 - Total Library Exchange (TIE), Ventura County, CA (presentation)
- In collaboration with the California State Library, PSRML distributed a consumer health information services questionnaire to California Network member libraries and public libraries. The information collected was organized for publication of an online directory to help with referrals from consumers seeking health information.
- PSRML met with consumer health librarians to begin assessing the needs of librarians and consumers in the region.
- PSRML staff attended the "Partnerships for Health in the New Millennium" conference, held January 24-28, 2000, in Washington, D.C., and reported on the meeting in *Latitudes*.

Outreach Subcontracts

- PSRML, in conjunction with the California State Library, funded Consumer Health Information for California, a pilot project conducted by Loma Linda University, Del E. Webb Memorial Library with the Riverside Public Library. The project resulted in enhancement of collection resources at the main and branch libraries of the Riverside Library. In addition, Webb Library staff developed a curriculum and offered training in health information resources, both print and electronic. The training modules include: Health Reference, Print-Based Health Resources, and Internet Health Resources. Due to the success of the project, PSRML and the State Library extended the training and collection development components throughout the Inland Empire and Imperial Valley areas of California.
- PSRML solicited proposals for the NLM RFP, Access to Electronic Health Information for the Public. Of 11 proposals received, six were funded by NLM after review by a national screening committee. PSRML signed subcontract

agreements with the six institutions; PSRML will administer the subcontracts and provide consultation and assistance as needed.

HEALTH PROFESSIONAL AND CONSUMER-FOCUSED EXHIBITS

- Special handouts were designed for each exhibit, focusing on PubMed, MEDLINE*plus*, other NLM resources, and other Web information resources for the specialty area of those attending. Information from these handouts is now routinely added to our Web site.
- Staff from Network member libraries frequently assisted us in exhibit booth staffing and meeting presentations. A list of PSRML exhibits appears in Appendix A. PSRML exhibited at a total of 14 national and regional meetings.

LIBRARY IMPROVEMENT PROGRAM

- Because most of the institutions connected as part of the Internet Connectivity Support Program were those that would have been candidates for our Library Improvement Program, and because many of our efforts focused on improving the services they provide, we made no other specific efforts to expand the Library Improvement Program as a separate project.

OUTREACH IMPACT AND RECOMMENDATIONS

- A summary listing of the training and demonstrations session offered by PSRML staff and subcontractors appears in Appendix B. PSRML sponsored or co-sponsored a total amount of 27 sessions, with 372 total attendees.
- As indicated in feedback from Network members, the Regional Advisory Committee, health professionals contacted at meetings and presentations, and librarians with an interest in consumer health information, the availability of NLM and NN/LM products and services on the Web has made a significant improvement in convenient and timely health information access for health professionals and members of the public.
- Participants at the PSRML update session at the joint meeting of regional Medical Library Association chapters commented on the benefits to their institutions of network programs in public health and consumer health information outreach, specifically the subcontract opportunities and Loansome Doc. These benefits included improved services to the participating library's community and visibility for the library within the institution.

- Librarians implementing regional health professional outreach programs have found that while resources and services can be announced and promoted by various means, the most effective approach is, as the project managers of the HiPHIVE project put it, "an actual 'tour' of Web site content and demonstrations of how the users might find information is what is necessary for people to use the site." Such reports confirm the experiences of the PSRML staff that demonstrations and interactive training are the best way to achieve awareness of electronic information resources and how they can be used.
- In the first year of our consumer health information program, PSRML has made numerous contacts, built on existing relationships, and coordinated many activities within the region and nationally with health sciences librarians, public and school librarians, and other health information providers. Feedback from our outreach partners and from training participants has been incredibly positive. We look forward to another active year, and to the results of the additional consumer health information subcontracts.

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE
PACIFIC SOUTHWEST REGION
YEAR 04**

May 1, 1999 - April 30, 2000

APPENDIX A - TRAINING AND DEMONSTRATION SESSIONS

DATE	LOCATION	ATTENDEES
April 20, 1999	Buttonwillow Community Health Center, Buttonwillow, CA	4
May 7, 1999	Imperial County Public Health Department, Anderson, CA	4
May 11, 1999	Citrus Valley Medical Center, Covina, CA	60
June 3, 1999	University of Nevada School of Medicine, Las Vegas, NV	25
June 17, 1999	Tri-City Regional Medical Center, Hawaiian Gardens, CA	17
June 21, 1999	Memorial Hospital of Gardena, Gardena, CA	8
July 13, 1999	University of Nevada School of Medicine Las Vegas, NV	6
July 14, 1999	University of Nevada School of Medicine, Las Vegas, NV	11
July 21, 1999	University of Nevada School of Medicine, Las Vegas, NV	4
July 21, 1999	University of Nevada School of Medicine, Las Vegas, NV	2
July 22, 1999	Minority AIDS Project, PSRML, Los Angeles, CA	12
August 24, 1999	University of Nevada School of Medicine, Las Vegas, NV	1
August 25, 1999	University of Nevada School of Medicine, Las Vegas, NV	8
August 26, 1999	University of Nevada School of Medicine, Las Vegas, NV	2
September 8, 1999	University of Nevada School of Medicine, Las Vegas, NV	3
September 8, 1999	University of Nevada School of Medicine, Las Vegas, NV	6
September 14, 1999	Alhambra Hospital Medical Center, Alhambra, CA	30
November 5, 1999	Savitt Medical Library, Reno, NV	5
January 10, 2000	University of Nevada School of Medicine, Las Vegas, NV	6
January 12, 2000	University of Nevada School of Medicine, Las Vegas, NV	3
January 25, 2000	Louise M Darling Biomedical Library, Los Angeles, CA	27
February 22, 2000	American Academy of Forensic Sciences, Reno, NV	45
February 23, 2000	Drew Medical Center, Los Angeles, CA	4

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE
PACIFIC SOUTHWEST REGION**

YEAR 04

May 1, 1999 - April 30, 2000

APPENDIX A - TRAINING AND DEMONSTRATION SESSIONS (Cont.)

April 19, 2000	Student National Medical Association	40
April 20, 2000	Clark County Health Department, Las Vegas NV	5
April 20, 2000	Clark County Health Department, Las Vegas NV	9
April 20, 2000	Nevada State Library, Carson City, NV	25
Total Meetings: 27		
Total Attendees: 372		

**NATIONAL NETWORK OF LIBRARIES OF MEDICINE
PACIFIC SOUTHWEST REGION**

YEAR 04

May 1, 1999 - April 30, 2000

APPENDIX B – EXHIBITS

DATE	MEETING	LOCATION
April 9-11, 1999	Primary Medicine West 1999	Long Beach, CA
May 27-29, 1999	National Rural Health Association 22 nd Annual Conference	San Diego, CA
August 7-11, 1999	National Medical Association	Las Vegas, NV
September 30 – October 1, 1999	AORN Preoperative Specialty Conference – Ambulatory, Management, Informatics	San Diego, CA
October 4-6, 1999	American Health Information Management Association	Anaheim, CA
October 11-13, 1999	American College of Surgeons	San Francisco, CA
October 11-17, 1999	Festival of Health: A Weekend of Wellness	Los Angeles, CA
October 20-22, 1999	National Hospice Organization	Long Beach, CA
November 7-9, 1999	Sigma Theta Tau	San Diego, CA
November 13-15, 1999	California Library Association	Palm Springs, CA
March 12-15, 2000	American College of Cardiology	Anaheim, CA
March 13-17, 2000	NAUC - 12 th National AIDS Update Conference	San Francisco, CA
March 22-25, 2000	Population Association of America	Los Angeles, CA
April 6-8, 2000	Primary Medicine West 2000	Long Beach, CA

TOTAL EXHIBITS: 14